

Mondial Movers International: A Dutch Powerhouse with Local Roots

By Joyce Dexter, Editor, The Portal

Mondial Movers International has a lot of history under its belt. Its 25 branch offices throughout the Netherlands are owned by 20 family-run removals companies, more than 10 of which were founded over a century ago.

“We were founded in order to join forces of the local companies around the country,” says Senior Account Manager **Barbara Monnier**. “This gave them a collective brand, and the ability to expand without losing their local roots.” Today, all sales for project moves, project management and international moves are centralized through Mondial, while the local branches maintain direct contact with their private clients and local businesses.

The company, with an annual turnover of approximately US\$45 million, is a powerhouse in one of Europe’s smallest countries. All its facilities have a warehouse and some of them are bonded, says Monnier. Also, Mondial deploys a fleet of 120 trucks and 200 vans. “The Netherlands is a small country—about 200 miles by 100 miles—so with our 25 branches we’re always nearby, just where we are needed.”

Monnier, who grew up in the Dutch town of Delft and now lives in Rotterdam, began working in the industry in 1994, when she was 24. Her training was in logistics, but like so many others, she wound up in the moving business by accident. “Once you start,” she says, “you can’t stop—they don’t warn us about this.” She is still very happy to work in the moving business, and to have so much contact with clients, agents and accounts.

Mondial Movers International operates with about 400 porters and drivers. Like all porters and drivers in The Netherlands who work at a registered moving company, they are trained at the national school for the moving industry. In addition, Mondial has its own training facilities and encourages employees to broaden their knowledge and skills. “We organize courses such



Mondial Senior Account Manager Barbara Monnier at IAM’s 56th Annual Meeting at National Harbor in October

IAM: Moving Forward Together



Mondial has a fleet of 120 trucks and 200 vans, and employs 500 to 600 people among its 25 branches.



The company collects donated gifts and arranges special deliveries to poor countries as part of its CSRS program.

as Specialist Hospital Mover, Specialized ICT Mover, Specialist Facility Assistant and Export packing,” says Monnier. “Also, all staff have their own training budget, which allows them to take courses to develop their own personal skills—for example, learning a foreign language or enrolling in Microsoft training.”

The company’s workforce of 500 to 600 people, depending on the season, handle a broad range of services including highly specialized moves, such as for hospitals, senior facilities, technology companies (computers and servers) and medical offices. “We’re growing into the corporate account business,” says Monnier, “and do residential moves and project moves. We get repeat business from accounts such as a local police department and some universities in the Netherlands.”

For international moves, Mondial focuses on private clients and small and medium-size companies. “This is because we believe a personal touch is needed to deliver the perfect service that is expected by high-end clients,” Monnier explains. “Our ratio is about 60 percent residential and 40 percent corporate. We offer the full range of services—you ask, we deliver. We operate with teams who are dedicated to their job and the moves they

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General Manager Tom Stuij

are responsible for. We believe in personal contact. Moving is an emotional business, and right now no software program can respond to that.”

Ensuring that consistency and high level of service is paramount for any mover whose goal is to stand above the competition. For now, at least, Mondial Movers International feels that 25 branches are enough to deliver on its reputation for quality. “We have no expansion plans,” says Monnier, “but we have internationalized more and more. Membership in IAM and our partnership in the Office Moving Alliance and European Moving Group give us opportunities to work with other reliable moving companies. For international moves, we will open a new bonded warehouse in 2019.”

Even so, forces outside The Netherlands are bound to have an impact. “We are affected both by Brexit and the Trump administration,” Monnier explains. “What will happen? Can

we trust that existing agreements will remain unchanged? That remains to be seen.”

Global warming also looms as a threat, she adds. “We are lucky to live in a country that has been below sea level for hundreds of years now, so we deal with it every day and know we have to prepare for climate change in order to survive.”

Corporate Social Responsibility programs are an important part of Mondial’s identity and philosophy. “Our company is high on the ladder in terms of CSR,” says Monnier. “We have integrated ISO26000 [Social Responsibility Guidance Standard] into our organization. And we sometimes organize a special move with donated gifts to a poor country. This is very satisfying, because you know that when the container arrives and the donated goods are distributed, a lot of people will be happy.”

Mondial finds that pleasing customers, as well as those who benefit from Mondial’s CSR efforts, is one of the most rewarding aspects of her work. “My favorite thing about my job is finding solutions and making people happy, which sometimes requires only some minor extra attention,” she says. “If you can solve problems, it’s as if they were never there. I still enjoy learning new things every day.”



A Mondial van in Delft

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